IBM Content Manager OnDemand

User's Guide

IBM

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IBM

> **Note**
>
> Before using this information and the product it supports, read the information in "Notices" on page 55.

Contents

About this publication

Welcome to the IBM® Content Manager OnDemand (OnDemand) client. You can use the client to access OnDemand servers and search, retrieve, view, and print documents[1] (and much more).

This publication explains how to get started with the OnDemand client, use the client to search for documents, and do other basic tasks with documents.

This publication covers OnDemand client programs that run under Windows® 2000, Windows 98, Windows NT® 4.0 with SP5 or later, and Windows XP. All of the client programs provide the same basic functions. (That is, Logon, Open Folders, Search, Retrieve, View, and Print.) You do the basic tasks the same way; opening a folder with the Windows 98 client works the same way with the Windows NT client. There may be minor differences in how the client programs look. The examples of screens shown in this publication were taken from a client that runs under Windows NT. The look of the client programs on your system may be slightly different.

Note: The term *Windows client* refers to the OnDemand client program that runs under Windows 2000, Windows 98, Windows NT 4.0 with SP5 or later, and Windows XP. The term *OnDemand server* refers to systems that are running the OnDemand for iSeries™ Version 5 Release 2, OnDemand for Multiplatforms Version 7.1, and OnDemand for z/OS™ and OS/390®, Version 7.1 software.

Who should use this publication

This publication is of primary interest to people who use OnDemand to search for, retrieve, and view documents. This publication introduces you to the basic features of the OnDemand client. For more information about the tasks that are described in this publication, please see the online Help when using the client. The online Help also contains details about the other things you can do with the client.

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1. In this publication, the term *document* refers to a segment of an input file, such as a statement, policy, or other logical grouping of pages. A *report* is an input file to be stored in OnDemand. A 10,000-page telephone bill and a two-page Lotus® WordPro file are both reports to OnDemand. However, on some systems, documents and reports may be one and the same.

How to use this guide

This *User's Guide* introduces you to the basic features of the OnDemand client. To use the client, your PC must communicate with an OnDemand server over a network. Please see your OnDemand administrator for information about the server that contains the documents that you need. Your OnDemand administrator can also verify that you have the correct operating environment and other information needed to use OnDemand.

About operating environments

This publication covers the Windows client.

To gain the full benefits of OnDemand, first familiarize yourself with the system that you plan to use. This publication assumes that you are familiar with the system environment and uses terminology specific to these systems. For help with your system, refer to your system documentation and the online Help.

Before you begin working with OnDemand

Before you start the client and begin working with documents, we recommend the following:

- Familiarize yourself with your system and using a pointing device.
- Familiarize yourself with the OnDemand work space. When you start OnDemand, the main window appears. The main window is where you open folders, search for documents, and work with documents.
- Review Part 2, "Getting started" on page 11. It contains information about the basic tasks that you can perform with OnDemand. See "Glossary" on page 59 for a list of terms that you will encounter when using OnDemand.
- Install the OnDemand client program. For more information about hardware and software requirements and installing the client, see Part 1, "Installation" on page 1.
- Find the name of your OnDemand server and your OnDemand userid and password.
- Find the name of the folder that contains the documents you need.
- Determine the best way to start the OnDemand program. For more information, see Chapter 6, "Starting the OnDemand client" on page 19.

How this publication is organized

This book contains the following sections:

- Part 1, "Installation" on page 1 describes the hardware, software, memory, and disk space requirements for the OnDemand client and how to install the client
- Part 2, "Getting started" on page 11 shows how to do some of the basic OnDemand tasks

- Appendix A, "Specifying startup parameters" on page 45 lists parameters that you can specify when you start the client
- Appendix B, "Updating server information" on page 47 shows how to identify servers to the client

Where to find more information

Product documentation is available on the Web. Click **Library** from the product Web site at:

```
http://www.ibm.com/software/data/ondemand/
```

Administrators who need to customize the client, distribute software and files to users, or automate the installation process can find more information in the *Windows Client Customization Guide and Reference*, SC27-0837.

Where to get support

Product support is available on the Web. Click **Support** from the product Web site at:

```
http://www.ibm.com/software/data/ondemand/
```

How to send your comments

Your feedback helps IBM to provide quality information. Please send any comments that you have about this publication or other OnDemand documentation. You can use either of the following methods to provide comments:

- Send your comments from the Web. Visit the IBM Data Management Online Reader's Comment Form (RCF) page at:

    ```
    http://www.ibm.com/software/data/rcf
    ```

- Send your comments by e-mail to:

    ```
    ondemand@us.ibm.com
    ```

Be sure to include the name of the product, the version number of the product, and the name of the book. If you are commenting on specific text, please include the location of the text (for example, a chapter and section title, a table number, a page number, or a help topic title).

Part 1. Installation

Chapter 1. Before you begin

OnDemand client software

> **Important:** If the Clients CD-ROM that you receive with your product
> package contains OnDemand client software that is earlier than
> version 7.1.0.4, you should not use the CD-ROM. Instead, you
> should get the latest OnDemand client installation file from IBM
> service on the Web at
> `ftp://service.software.ibm.com/software/ondemand/fixes/v71`.
> See Chapter 3, "Updating client software" on page 9 for
> instructions on downloading the client installation file from the
> Web.

You can install OnDemand client software in several ways:

- Standard Install. Use to install the OnDemand client to a hard disk on your PC. To run a standard install, select the Typical option from the Setup program.
- Node Install. Use to configure your PC to run a copy of the OnDemand client from a shared location on a network file server. To run a node install, select the Compact option from the Setup program.
- Custom Install. Use to choose the components you want to install. You must use the custom install if you need to install:
  - The administrative client on a PC
  - The OnDemand client in a language other than the default language that is set on the PC
  - The Sonoran fonts on the PC

  To run a custom install, select the Custom option from the Setup program. Then select the components to install.

OnDemand also supports *distribution* and *multiple user* installs:

- Use a distribution install to copy the OnDemand client software from the CD-ROM to a shared location on a network file server. After copying the software to the server, other users can run subsequent standard, node, and custom installs from the server.
- Use a multiple user install to install an OnDemand client to a shared location on a network file server. After installing the client on the server, other users can run a node install to configure their PCs to run the client from the server.

For more information about distribution and multiple user installs, see the *Windows Client Customization Guide and Reference*.

Adobe software

To view documents that require Adobe Type 1 Fonts, Adobe Type Manager (ATM) must be installed and running on the PC. On Windows 2000 systems, ATM is part of the base operating system. If you plan to use some other operating system, then IBM recommends that you obtain the ATM software from Adobe. You should install ATM **before** you install the OnDemand client software on the PC.

To view Adobe Portable Data Format (PDF) documents that are stored in OnDemand, you need the Adobe Acrobat PDF viewing software. IBM recommends that you use Adobe Acrobat or Adobe Acrobat Approval to view PDF documents from the Windows client. You must purchase Adobe Acrobat and Adobe Acrobat Approval from Adobe. You should install the Adobe Acrobat PDF viewing software **before** you install the OnDemand client software on the PC.

Note: OnDemand provides the `ARSPDF32.API` file to enable PDF viewing from the client. If you install the client after you install Adobe Acrobat, then the installation program will copy the API file to the Acrobat plug-in directory. If you install the client before you install Adobe Acrobat, then you must copy the API file to the Acrobat plug-in directory. Also, if you upgrade to a new version of Acrobat, then you must copy the API file to the new Acrobat plug-in directory. The default location of the API file is `\Program Files\IBM\OnDemand32\PDF`. The default Acrobat plug-in directory is `\Program Files\Adobe\Acrobat x.y\Acrobat\Plug_ins`, where `x.y` is the version of Acrobat, for example, `4.0`, `5.0`, and so forth.

Chapter 2. Installing on Windows

System requirements

This section describes the hardware, software, memory, and disk space requirements for installing and using the OnDemand client.

Hardware

The OnDemand client requires the following hardware:

- An Intel Pentium® 166 MHz or faster processor
- A super-VGA display and adapter with a minimum resolution of 800x600
- Physical connection to the network, such as a Token Ring or Ethernet network adapter
- A CD-ROM drive for installation (optional, if you plan to install the OnDemand client from a network file server)

Software

To install or use the OnDemand client, Windows 2000, Windows 98, Windows NT 4.0 with SP5 or later, or Windows XP must be installed and running on the PC. To install the OnDemand client from a CD-ROM, the CD-ROM drivers must be installed on the PC. To install the OnDemand client from a network file server, the appropriate network software must be running on the PC. To connect to an OnDemand server, the standard TCP/IP support for Windows 2000, Windows 98, Windows NT 4.0, or Windows XP must be running on the PC.

Memory

The OnDemand client requires at least 32 MB of memory. The PC may need more memory if you plan to work with more than one document at a time. The PC may also need more memory if you run more than one program at the same time.

Disk space

To install the OnDemand client, disk space requirements depend on the features that you select.

You need at least 55 MB of available disk space to install all of the OnDemand features. To use less than 55 MB of disk space, use the Installation Components and Subcomponents option in Setup to select only the features you need.

You should also plan to allot space for temporary files. IBM recommends that you have 50 MB of available disk space for temporary files.

For more information on disk space requirements for each OnDemand feature, start Setup from the CD-ROM, or follow the Setup steps below:

1. Insert the CD-ROM in the appropriate drive.
2. From the Windows taskbar, click Start, and then choose Run.
3. Type x:\client\windows\win32\setup (where x is the letter of your CD-ROM drive).
4. On the Setup Type and Working Directory dialog box, select Custom.
5. On the Installation Components and Subcomponents dialog box you can select each component individually and then click Change to see all the specific features and their disk space requirements.

Installing the client

The Setup program transfers the OnDemand client files from the CD-ROM to each user's PC.

When you install OnDemand by using the CD-ROM, you can use the traditional installation method.

You can install all of the OnDemand features at once, or individual features as you need them.

Running Setup

When you run the Setup program, the Setup screens show the names of the OnDemand directories so you know where the files are being placed.

For information about network installations (distribution and multiple user installs), see *Windows Client Customization Guide and Reference*.

To install on a user's PC

To install from the CD-ROM or to install from a network file server, follow these instructions:

1. Insert the CD-ROM in the appropriate drive or obtain the drive letter of the network drive that holds the OnDemand client software.
2. From the Windows taskbar, click Start, and then choose Run.
3. Type x:\client\windows\win32\setup (where x is the letter of your CD-ROM drive or the network drive).
4. Click OK.

After the Setup program starts, click Next to continue.

On the Setup Type and Working Directory dialog box, choose the type of installation:

- Select **Typical** to install a copy of the OnDemand client to the hard disk on the user's PC. If ATM is on the PC, the Setup program will copy the Outline Fonts to the PSFONTS directory on the PC. The Setup program runs a Typical install by default unless you select the Compact or Custom option.
- Select **Compact** to configure the PC to run a copy of the OnDemand client from a shared location on a network file server or from the product CD-ROM. After selecting Compact, you must identify the full path of where the OnDemand client program files reside on the network file server (or product CD-ROM). If ATM is on the PC, the Setup program will copy the Outline Fonts to the PSFONTS directory on the PC.
- Select **Custom** to choose the components to install on the PC. You must select Custom:
  - To install the administrative client on a PC
  - To install the OnDemand client in a language other than the default language that is set on the PC
  - To install the Sonoran fonts on the PC

The Destination Folder shows the installation drive and directory. Click Browse to install the files to a different hard disk or directory.

Follow the instructions on the screen to complete the installation.

To install on a network file server

For information about network installations (distribution and multiple user installs), see *Windows Client Customization Guide and Reference*.

To use automated install

Automated install allows administrators to standardize the OnDemand installation for all users in an organization. It also allows administrators to install OnDemand clients without the presence of users at their PCs. To read more about automated install, see *Windows Client Customization Guide and Reference*.

To install user-defined files

Administrators can store user-defined files in the OnDemand installation directory tree on a network file server. Any user-defined files stored there get copied to the PC when a user runs the Setup program from the server. To read more about installing user-defined files, see *Windows Client Customization Guide and Reference*.

To map AFP™ fonts

To view AFP documents, you may need to map the AFP fonts your documents were created with to fonts that can be viewed on the PC. That way, OnDemand can display the documents and fonts correctly. You should define the fonts in font definition files if your documents use:

- AFP fonts that are not defined to OnDemand
- IBM AFP fonts that you or others in your organization have changed
- AFP fonts that you or others in your organization have created

To read more about mapping AFP fonts, see *Windows Client Customization Guide and Reference*.

To use Uninstall

The Uninstall feature lets you remove the OnDemand client from your PC. Uninstall removes the directories for OnDemand and any references to OnDemand in system files.

To run Uninstall

1. Start the Add/Remove Programs applet from Control Panel.
2. From the list, select OnDemand32.
3. Click Add/Remove.
4. Click OK.

To use Modify

The Modify feature lets you add and remove components of the OnDemand client. To use Modify, the client must be installed on the PC and the Setup program must be the same version as the client that is installed on the PC.

To run Modify

1. Start the OnDemand client Setup program. The Welcome screen opens, with the Modify option selected.
2. Click Next.
3. To add a component, select it from the list; to remove a component, clear it from the list. You can also add and remove specific languages, fonts, and other options.

   Note: When adding a component, be sure to leave the existing components selected. If you clear the check from a component, the Modify process will remove it from the PC – even if it may not make sense to do so. For example, you run Modify to add the Outline Fonts to a PC that has the client installed. You inadvertently clear the check from the Client component. When the Modify process completes, the program files required to run the client are no longer on the PC, although the fonts are now installed on the PC.
4. Click Next.
5. Verify the components.
6. Click Next and follow the instructions on the screen to finish.

Chapter 3. Updating client software

Note: When upgrading the client, the Setup program automatically replaces all out-of-date files with new ones; the user is not permitted to add or remove components. To add or remove components, the user must run the Setup program after successfully upgrading the client.

The following information can be used to obtain and install the latest version of the OnDemand client software from IBM service on the World Wide Web.

To get the latest version of the client software:

1. Point your browser to:

   ```
   ftp://service.software.ibm.com/software/ondemand/fixes/v71
   ```

   Follow the links to the latest PTF for your client.
2. Click the ZIP file for the client that you want to upgrade. For example:

   ```
   odwin32.zip
   ```
3. Select to save the file to disk.
4. Select a location and save the file.

After the download is complete, you can expand the ZIP file or store the ZIP file in a shared location, depending on how you plan to distribute the client software:

- A user can expand the ZIP file to a temporary directory and then run the Setup program to upgrade the client on a PC. After installing the client, the user can delete the temporary directory and the ZIP file.
- An administrator can store the ZIP file in a shared location so that other users can access it.
- An administrator can expand the ZIP file to a shared location so that other users can run the Setup program from the shared location.
- If your organization shares a copy of the OnDemand client software from a network server, then an administrator can expand the ZIP file and run the Setup program to upgrade the client on the server.
- If your organization distributes user-defined files with the OnDemand client, an administrator must expand the ZIP file to a shared location and then copy the user-defined files to that location. Users can then run the Setup program from the shared location to upgrade the client software and the user-defined files on their PCs.

Part 2. Getting started

This part of the book covers OnDemand essentials:

Chapter 4. Introducing OnDemand

Welcome to OnDemand – a system designed to help you get control of information. OnDemand can support almost any process that can benefit from hard copy or microfiche replacement and fast access to information. OnDemand manages electronic archives of documents and searches for and retrieves documents. You can use the OnDemand client programs to view documents, send, FAX, and print copies of documents, and attach electronic notes to documents.

Overview

OnDemand supports any organization that can benefit from hard copy or microfiche replacement and instant access to information. An OnDemand system can support small office environments as well as large enterprise installations with hundreds of system users. OnDemand can dramatically improve productivity and customer service in most businesses by providing fast access to the information stored in the system.

OnDemand processes the print output of application programs, extracts index fields from the data, stores the index information in a relational database, such as IBM DB2 Universal Database™ (DB2®), and stores one or more copies of the data in the system. With OnDemand, you can archive newly created and frequently accessed documents on high speed, disk storage volumes and automatically migrate documents to other types of storage volumes as they age.

OnDemand fully integrates the capabilities of Advanced Function Presentation™ (AFP), including management of resources, indexes, and annotations, and supports full fidelity reprinting and FAXing of documents on devices attached to a PC, OnDemand server, or other server on the network.

OnDemand provides administrators with tools to manage OnDemand servers, authorize users to access OnDemand servers and data stored in the system, and back up the database and data storage.

OnDemand provides users the ability to view documents, send, FAX, and print copies of documents, and attach electronic notes to documents.

Some of the advantages that OnDemand offers over data archiving and retrieval systems that you may have used include the ability to:

- Retrieve the pages of the report that you need without processing the entire report
- Easily locate data without specifying the exact report
- View selected data from within a report

OnDemand provides you with an information management tool that can increase your effectiveness when working with customers.

OnDemand does the following:
- Integrates data created by application programs into an online, electronic information archive and retrieval system
- Provides the controlled and reliable access to all of an organization's reports
- Retrieves the data that you need when you need it
- Provides a standard, intuitive client with features such as thumbnails, bookmarks, notes, and shortcuts

These features mean that OnDemand can help you quickly retrieve the specific page of a report that you need to provide fast customer service.

OnDemand documents

OnDemand documents represent indexed groups of pages. Typically an OnDemand document is a logical section of a larger report, such as an individual customer statement within a report of thousands of statements. An OnDemand document can also be a part of a larger report; for reports that do not have logical groups of pages, such as transaction logs, OnDemand can divide the report into groups of pages. The groups of pages are individually indexed and can be retrieved by the client much more efficiently than the entire report.

OnDemand folders

Your OnDemand administrator stores information in related collections called folders. Think of a folder as a container for related information, such as statements, invoices, or correspondence, just like a manila folder is used in a metal filing cabinet. When you open a folder, you have access to the information contained in that folder. For example, a billing folder could contain the reports for customer transactions over the past two years. Folders are identified by name, for example, Customer Statements.

The OnDemand system

An OnDemand system consists of client programs and server programs that communicate over a network, a central database and the database manager program, and a storage manager that provides support for various types of storage devices to hold the reports that are stored in the system.

The client program is the user's way to access documents that are stored in OnDemand. From the client program, users can construct queries and search for documents, retrieve items from OnDemand, view, print, and FAX copies of documents, and attach electronic notes to documents.

OnDemand servers manage control information and index data; store and retrieve reports, resources, and documents; and process query requests from OnDemand client programs. The OnDemand server manages a database of information about the users of the system and the reports that are stored in the system. The OnDemand server maintains documents on disk, optical, and tape storage devices. OnDemand servers may reside on different physical systems.

When you search for documents, the OnDemand client sends a search request to the OnDemand server. The server returns the list of documents that meet the search request. When you select a document for viewing, the client retrieves a copy of the document from the server on which the document was stored, opens a viewing window, and opens the document.

Chapter 5. Getting Help

OnDemand online Help offers several ways to get answers to your OnDemand questions.

Note: To learn about Help and for information about how to use Help, select Using Help from the Help menu.

Getting task Help

Online Help for all OnDemand tasks is organized by task. The procedures give you quick, step-by-step directions to help you complete your tasks. To get task Help, select How Do I from the Help menu.

Getting Help for windows

Online Help is available for all OnDemand windows and dialog boxes. Window Help gives you detailed information about the purpose of the window and the fields, options, and commands contained in the window. To get window Help, click the Help button when the window is active.

Getting Help for menu commands

Online Help is available for all of the commands on the OnDemand menus. Command Help gives you a brief description of the command. To get command Help, first select the command and then press the F1 key.

Using the Help index

When you click the Index tab on OnDemand's online Help, a list of keywords appears. Enter a word or subject and, if the word is on the list, the index scrolls to that keyword. When you double-click the keyword, Help either opens a Help topic or lists a set of topics from which to choose.

Chapter 6. Starting the OnDemand client

Note: Your system may be configured to start the OnDemand client automatically. For example, some customers configure systems so that after a user starts the system, the client opens the Logon to a Server dialog box. If you do not have to start the client, skip this section and go to Chapter 7, "Logging on to a server" on page 21.

You can start the OnDemand client in different ways. We've listed some of the most common:
- "Starting from the desktop"
- "Starting from the Start menu"
- "Starting from the Run dialog box" on page 20

Starting from the desktop

To start the OnDemand client from the desktop, follow these steps:

1. Locate the OnDemand icon on the desktop.

2. Double-click the OnDemand icon to open the Logon to a Server dialog box.

OnDemand needs to know certain information to begin communicating with a server. OnDemand collects this information in the Logon to a Server dialog box. For more information about logging on, see Chapter 7, "Logging on to a server" on page 21.

Starting from the Start menu

To start the OnDemand Windows client from the Start menu, follow these steps:

1. Click Start on the Taskbar. Windows opens the Start menu.

2. Move the pointer to Programs.

3. Move the pointer to IBM OnDemand32.

4. Click OnDemand32 to start the client and open the Logon to a Server dialog box.

OnDemand needs to know certain information to begin communicating with a server. OnDemand collects this information in the Logon to a Server dialog box. For more information about logging on, see Chapter 7, "Logging on to a server" on page 21.

Starting from the Run dialog box

To start the OnDemand Windows client from the Run dialog box, follow these steps:

1. Click Start on the Taskbar to open the Start menu.
2. Click Run to open the Run dialog box.
3. Type the full path name of the OnDemand client program (the drive and folder, followed by `arsgui32.exe`, and optionally the language and other startup parameters).

   If you do not know the path, click Browse to select it.
4. Click OK. Windows closes the Run dialog box. OnDemand starts and opens the Logon to a Server dialog box.
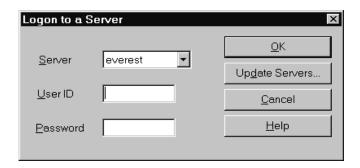
OnDemand needs to know certain information to begin communicating with a server. OnDemand collects this information in the Logon to a Server dialog box. For more information about logging on, see Chapter 7, "Logging on to a server" on page 21.
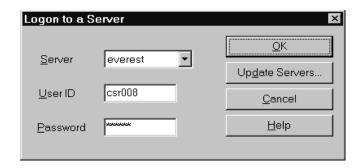
Chapter 7. Logging on to a server

Note: Your system may be configured to automatically log on to a specific OnDemand server. For example, some customers configure systems so that after a user starts the client, the client opens the Open a Folder dialog box. If you do not have to log on to a server, skip this section and go to Chapter 8, "Opening folders" on page 23.

To logon to an OnDemand server, follow these steps:

1. If the Logon to a Server dialog box is not active in the OnDemand workspace, select Logon from the File menu to open the Logon to a Server dialog box.

2. If your OnDemand administrator has configured the client with the name of your OnDemand server, then the name appears in the Server field. (If your administrator has configured the client with the names of several servers, then the names appear in the list. Click the arrow and select a name from the list.)

   If there are no servers listed or if the name of the server that you need to log on to is not in the list, then click Update Servers to open the Update Servers dialog box. See Appendix B, "Updating server information" on page 47 for more information about adding servers to the list.

3. Type your OnDemand User ID and Password into the spaces provided. For example:

Logon to a Server dialog box:
- Server: everest
- User ID: csr008
- Password: ✱✱✱✱✱✱✱
- Buttons: OK, Update Servers..., Cancel, Help

4. Click OK to log on to the server. OnDemand verifies your OnDemand User ID and Password on the Server. When your OnDemand User ID and Password are verified, OnDemand opens the Open a Folder dialog box. See Chapter 8, "Opening folders" on page 23 for information on opening folders.

Chapter 8. Opening folders
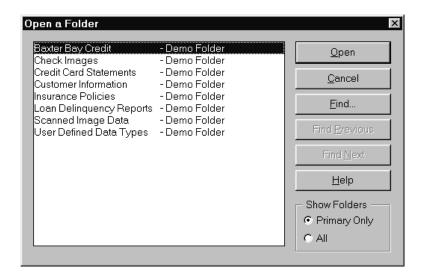
Note: OnDemand opens the Open a Folder dialog box only if there is more than one folder from which to choose. Otherwise, OnDemand opens the Search Criteria and Document List dialog box immediately after logging on to the server. If you do not have to choose folders, skip the following steps and go to Chapter 9, "Searching for documents" on page 25.

To open a folder, follow these steps:

1. If the Open a Folder dialog box is not open in the OnDemand work space, open it now:

Menus	Toolbar	Keyboard
Select Open Folder from the File menu	Click	Press and hold the Ctrl key and then press the O key

The folders that you can access are listed in the Open a Folder dialog box. For example:

2. To open a folder, double-click the folder name or use the arrow keys on your keyboard to move to the folder name and then press the Enter key. OnDemand opens the Search Criteria and Document List dialog box.

Note: You can open more than one folder at a time. When you are working with more than one folder, OnDemand lists the open folders in the Window menu.

In addition to opening folders, you can do the following from the Open a Folder dialog box:

Find   Use to open the Find dialog box and search for a folder. From the Find dialog box, enter the text that you want to search for. The client will move to the first folder in the list that contains the text in the name or description. Use the Find Next and Find Previous commands to repeat the last find operation and move to the next or previous folder in the list that contains the text.

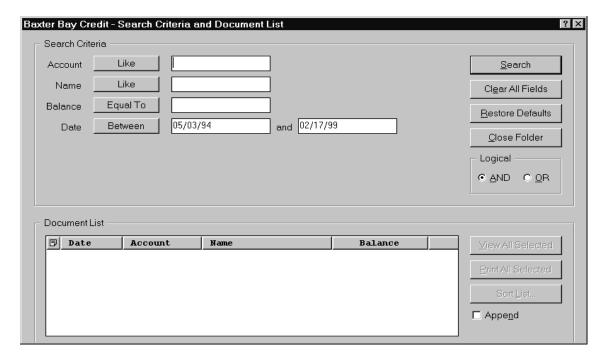**Show Folders** Use to list the primary folders or all of the folders that are on the server. When you log on to a server, the client lists only the primary folders. To list all folders, including secondary folders, select All. If there are no secondary folders defined on the server, then the Show Folders option is not available (and all of the folders on the server are listed). An administrator determines which folders are secondary folders.

Chapter 9. Searching for documents

Overview

Search for documents from the Search Criteria and Document List dialog box. The Title Bar shows the name of the folder that you opened. In the example that follows, the name of the folder is Baxter Bay Credit.

Note: To open the Search Criteria and Document List dialog box, see Chapter 8, "Opening folders" on page 23.

The Search Criteria area contains fields, controls, and commands that you can use to search for documents:
- Field names. The number and names of the fields vary by folder. In the example, there are four search fields: Account, Name, Balance, and Date.
- Operators (one active for each field). In the example, the operator for the Date field is Between. OnDemand uses standard Structured Query Language (SQL) search operators to search for documents. Click a search operator button to list all of the search operators that are available for the field.

Note: The search operators that are available for a field are set by an OnDemand administrator and can vary by folder and field.

- Entry fields. Places for you to type search values (such as text, numbers, and dates). When a search entry field has a ↓, click the ↓ to select from pre-set choices.
- Commands:

Search	Use to initiate a search.
Clear All Fields	Use to erase the values from all of the search fields.
Restore Defaults	Use to set the search operators and the contents of the search fields to the values that appeared when you first opened the folder.

- Logical operator. AND means the search must match all of the search criteria. OR means the search must match at least one of the search criteria. Unless you have a good reason for doing so, do not change the Logical operator.

The Document List area lists the documents that match the search criteria and contains controls for working with documents. See Chapter 10, "Working with documents" on page 29 for more information.

Searching for documents

To search for documents, follow these steps:

1. Type search values (for example, an account, name, balance, or date) into one or more search entry fields:
   - Press the Tab keyboard key to move from one entry field to another. You do not have to type a value in every entry field. However, you may need to type a value in at least one entry field. See your OnDemand administrator if you have questions about required field values.
   - You can use wildcards with the Like and Not Like search operators to represent other letters, numbers, or special characters. OnDemand uses two wildcards. The _ (underscore) character matches any single letter, number, or other special character. For example, if you type 1_0 in a search field, OnDemand will find 100, 110, 120...190. The % (percentage) character matches zero or more letters, numbers, or other special characters. For example, if you type MARS% in a search field, OnDemand will find MARS, MARSCH, MARSHELL, MARSTEENS, and so forth.

2. Select search operators for each search field. Choose the search operator button to list the full range of operators available for each field. Select a search operator for a field by choosing one of the buttons in the Select Operator dialog box.

3. Click Search. OnDemand fills the Document List with the documents that match the search criteria and updates the status bar with a count of the number of documents. OnDemand lists the documents in the order they occur on the server or the order chosen by the OnDemand administrator.

4. OnDemand prints the following message on the status bar when it is searching the database:

```
Search is proceeding ... nnn documents have been selected.
```

where *nnn* is the number of documents that have satisfied the search criteria.

If you need to stop a search:

Toolbar	Keyboard
Click	Press the Space Bar

Most search requests will process quickly. However, complex search requests may take several minutes to complete. The more specific the search criteria that you use, the less time OnDemand requires to complete a search. For example, searching using the Equal operator (that is, Equal MARSHAL) takes less time than searching using the Like operator (that is, Like MARSHAL%).
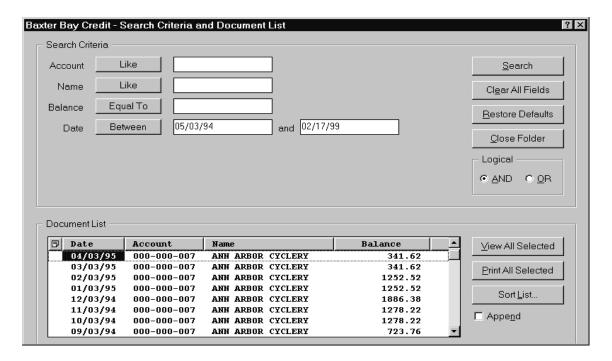
If you configured Autoview (on the Options menu) for First Document, then OnDemand automatically opens the first document from the list of documents that match the search criteria. If you configured Autoview for Single Document and only one document matches the search criteria, then OnDemand automatically opens the document for you.

Chapter 10. Working with documents

Overview

Select the documents that you want to work with from the Search Criteria and Document List dialog box.

Note: To open the Search Criteria and Document List dialog box, see Chapter 9, "Searching for documents" on page 25.

The documents that meet the search criteria are listed in the Document List area. Use the scroll bars or arrow keys on your keyboard to move to a specific document in the list.

Use the Document List commands to work with documents:

View All Selected	Use to view the documents that you selected. If you select more than one document, then OnDemand reads each document into a separate viewing window.
Print All Selected	Use to print the documents that you selected.

Sort List	Use to resequence the documents in the Document List.
Append	Use to add lists of documents after those already in the Document List. By default, every time that you click Search, OnDemand replaces the documents listed with the documents that match the search.
AutoScroll	Use to automatically scroll the Document List as search results are found.
	Note: The AutoScroll check box is not included on the Search Criteria and Document List dialog box when the documents in the Document List are generated in sorted order.

The number of documents that you can view at the same time is determined by system resources and the types of documents that you want to view. Typically fewer AFP documents can be opened at one time, while a larger number of line data documents can be opened at one time. Experiment to determine how many documents that you can open at one time. OnDemand reads each document that you select into a separate viewing window.

OnDemand uses the Autoview command to determine whether to automatically open a document after completing a search. You can configure the Autoview command from the Options menu:

None	OnDemand does not automatically open a document found by a search. None is the default setting.
First Document	OnDemand automatically opens the first document from the list of documents that match the search criteria.
Single Document	When only one document matches the search criteria, OnDemand automatically opens it for you.

Selecting documents for viewing

To select documents for viewing, follow these steps:

1. Select documents from the Document List area of the Search Criteria and Document List dialog box. Use one of the following methods:
   - Choose a single document that you want to view.

- Place the pointer on the first document that you would like to view. Click the mouse button. Move the pointer to the next document that you would like to view. Hold down the Ctrl key and click the mouse button. Release the Ctrl key. Repeat to select additional documents.
- Place the pointer on the first document that you would like to view. Click and hold down the mouse button. Drag the pointer to select a group of documents. Release the mouse button.
- Place the pointer on the first document that you would like to view. Click the mouse button. Move the pointer to the last document that you would like to include in the group. Press and hold down the Shift key. Click the mouse button. Release the Shift key.

2. Click View All Selected. OnDemand opens the selected documents, each in a separate window.

When you select multiple documents for viewing, OnDemand opens the following message on the status bar:

```
Document retrieval is proceeding for document name.
```
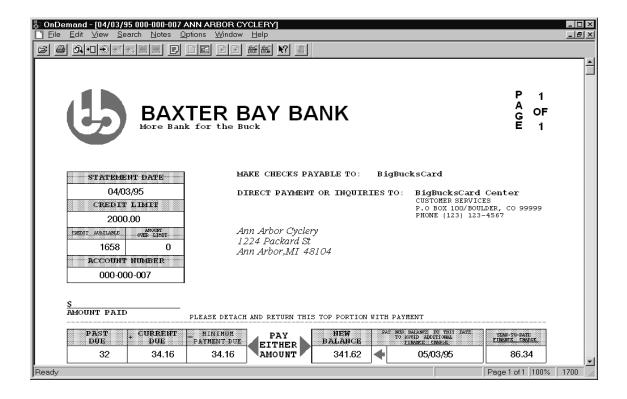
If you need to stop the retrieval of the current document and any remaining documents:

Toolbar	Keyboard
Click	Press the Space Bar

File Edit View Search Notes Options Window Help

BAXTER BAY BANK
More Bank for the Buck

P
A
G
E   1   OF   1

STATEMENT DATE
04/03/95

CREDIT LIMIT
2000.00

CREDIT AVAILABLE	AMOUNT OVER LIMIT
1658	0

ACCOUNT NUMBER
000-000-007

MAKE CHECKS PAYABLE TO: BigBucksCard

DIRECT PAYMENT OR INQUIRIES TO: BigBucksCard Center
CUSTOMER SERVICES
P.O BOX 100/BOULDER, CO 99999
PHONE (123) 123-4567

Ann Arbor Cyclery
1224 Packard St
Ann Arbor,MI 48104

$ _____
AMOUNT PAID

- - - - - - - - - - - PLEASE DETACH AND RETURN THIS TOP PORTION WITH PAYMENT

PAST DUE	+ CURRENT DUE	MINIMUM PAYMENT DUE	PAY EITHER AMOUNT	NEW BALANCE	PAY NEW BALANCE BY THIS DATE TO AVOID ADDITIONAL FINANCE CHARGE	YEAR-TO-DATE FINANCE CHARGE
32	34.16	34.16		341.62	05/03/95	86.34

Ready   Page 1 of 1   100%   1700

Working with more than one document

If you work with more than one document at a time, the following commands can help you move between open documents, open other documents from the Document List, and return to the Search Criteria and Document List dialog box (to select more documents or search for more documents).

To move between open documents, use one of the following methods:

Menus	Toolbar	Keyboard
Select the document number (1, 2, 3, ...) from the Window menu	• Click • Click	Press and hold the Alt key and then press the W key to activate the Window menu. Then press the key that corresponds to the document (1, 2, 3, ...).

To open documents from the Document list while you are viewing a document, use one of the following methods:

Note: These methods close the document that you are viewing before opening another document.

Menus	Toolbar	Keyboard
• Select Previous Item in Document List from the Window menu • Select Next Item in Document List from the Window menu	• Click • Click	• Press and hold the Alt key and then press F9 • Press and hold the Alt key and then press F10

To return to the Search Criteria and Document List dialog box when you are viewing a document, use one of the following methods:

Menus	Toolbar	Keyboard
Select the folder name from the Window menu	Click	Press and hold the Ctrl key and then press the D key

Viewing documents

This section shows you how to do some of the basic document tasks, such as:

- Moving to pages in a document
- Finding information in a document
- Adding a note to a document

Moving to pages in a document

When the document you are viewing contains more than one page, you can move to different pages in the document ("navigate the document") in different ways. We've listed some of the most common:

Menus	Toolbar	Keyboard
• Select Go To from the Search menu to move to a specific page in the document you are viewing • Select Previous Page from the Search menu to move to the previous page • Select Next Page from the Search menu to move to the next page • Select First Page from the Search menu to move to the first page of the document • Select Last Page from the Search menu to move to the last page	• Click • Click • Click	• Press F4 to move to a specific page in the document that you are viewing • Press F7 to move to the previous page • Press F8 to move to the next page • Press and hold the Ctrl key and then press the Home key to move to the first page in the document • Press and hold the Ctrl key and then press the End key to move to the last page in the document

When you choose the Go To command, OnDemand opens the Go To dialog box for you to pick the page to move to.

Finding information in a document

Use the Find dialog box to locate information in the document that you are viewing. For example, if the document that you are viewing contains hundreds (or thousands) of customer names, you can use the Find command to locate a specific customer name. You can then use the Find Next and Find Previous commands to move to other occurrences of the customer name in the document.

To begin finding information in a document:

1. Open the Find dialog box using one of the following methods:

Menus	Toolbar	Keyboard
Select Find from the Search menu	Click	Press F5

2. Enter the information you want to find in the String field. Click Help to get online Help about the information that you can enter and other options on the Find dialog box.

3. When you are ready, click Find. OnDemand moves to the first occurrence of the string in the document.

4. You can move to other occurrences of the Find String in the document by using one of the following methods:

Menus	Toolbar	Keyboard
• Select Find Previous from the Search menu • Select Find Next from the Search menu	• Click • Click 	• Press and hold the Ctrl key and press the R key • Press and hold the Ctrl key and press the N key

Adding notes to a document

In OnDemand, an *annotation* is an electronic note that an authorized user can attach to a document.[2] The note can contain information such as clarifications and reminders about a document, discussions about a document, or any other information that you want to attach to a document.

Note: An OnDemand administrator must give a user permission to add, update, and delete notes.

When you want to add a note to a document or view the notes to a document, use one of the following methods:

Menus	Toolbar	Keyboard
• Select Add Notes from the Notes menu to add a note to the document that you are viewing • Select View Notes from the Notes menu to view existing notes	Click 	• Press and hold the Ctrl key and then press the A key to add a note to the document that you are viewing • Press and hold the Ctrl key and then press the N key to view existing notes

---

2. The note is not *physically* attached to the document. Rather, it is stored in a separate place than the document. The system keeps track of notes and the client will indicate when a note exists for a document and retrieve it upon request. A note remains attached to a document so long as no one deletes the note, until the document is deleted from the system.

After you choose the Add Notes command, OnDemand opens the Add a Note dialog box. Click Help on the Add a Note dialog box to learn more about the options for notes.

After you choose the View Notes command, OnDemand opens the Notes dialog box. From the Notes dialog box, you can read existing notes, add your own notes, and delete notes; you can also search notes. Click Help on the Notes dialog box to learn more about working with notes.

Printing and FAXing documents

This section describes how to print and FAX documents.

You can print or FAX the page of the document that you are viewing, selected pages of a document, or the entire document. You can also select and print or FAX documents from the document list.

You initiate a print or FAX request in OnDemand by using the Print command, to open the Print dialog box. To FAX a document, you must select the Server option on the Print dialog box. See the online help for detailed information about the options available from the Print dialog box.

If you have questions about printers, ask your OnDemand administrator. If you have questions about selecting printers or changing printer options, see the online help. For detailed information about printing, see your operating system documentation.

Printing from a document

To print pages of the document that you are viewing, follow these steps:

1. Open the Print dialog box using one of the following methods:

Menus	Toolbar	Keyboard
Select Print from the File menu	Click	Press and hold the Ctrl key and then press the I key

2. Select a printer and specify printing options. See the online help for details.

   Note: When you print from a document, you can print all of the pages of the document, the page that you are currently viewing (the default choice), or selected pages of the document.

When you FAX a document, you have the opportunity to specify information that is placed on a cover page. You can also save and retrieve sender and recipient information.

3. When you are ready to proceed, click Print.

Printing from the Document List

To print one or more documents from the Document List, follow these steps:

1. Select the document or documents that you want to print from the Document List area of the Search Criteria and Document list dialog box. Use one of the following methods:

   - Choose a single document that you want to print.
   - Place the pointer on the first document that you would like to print. Click the mouse button. Move the pointer to the next document that you would like to print. Hold down the Ctrl key and click the mouse button. Release the Ctrl key. Repeat to select additional documents.
   - Place the pointer on the first document that you would like to print. Click and hold down the mouse button. Drag the pointer to select a group of documents. Release the mouse button.
   - Place the pointer on the first document that you would like to print. Click the mouse button. Move the pointer to the last document that you would like to include in the group. Press and hold down the Shift key. Click the mouse button. Release the Shift key.

2. Click Print All Selected to open the Print dialog box.

3. Select a printer and specify printing options. See the online help for details.

   Note: When you print a document from the Document List, OnDemand automatically prints all of the pages of the document.

4. When you are ready to proceed, click Print.

Sending documents

OnDemand provides an interface to the mail client on the PC so that you can use e-mail to send copies of documents to people outside of your organization or to people that do not have access to OnDemand. You e-mail a document to someone by using the Send command.

Important: The Send function requires that a Mail Application Programming Interface (MAPI) client be installed on the PC. For example, a MAPI client is installed with Lotus Notes® 5.08 or later; Netscape Navigator 4.06 or later also includes a MAPI client that you can use to send documents. See your OnDemand administrator for more information about installing and configuring MAPI clients.

To send the document that you are viewing, follow these steps:

1. Open the Send dialog box using one of the following methods:

Menus	Toolbar
Select Send from the File menu	Click

2. Specify the sending options. See the online help for details.

   Note: When you send a document, by default, OnDemand automatically sends all of the pages of the document. However, you can use the Use Selected Area As Text option to send part of the document. (You must select the part of the document before you choose the Send command.)

3. When you are ready to proceed, click OK. OnDemand starts the default mail client.
4. Specify a recipient. Enter message text and change the subject of the message, if you like.
5. When you are ready to send the message, click Send in the mail client.

Sending from the Document List

To send one or more documents from the Document List, follow these steps:

1. Select the document or documents that you want to send from the Document List area of the Search Criteria and Document list dialog box. Use one of the following methods:
   - Choose a single document that you want to send.
   - Place the pointer on the first document that you would like to send. Click the mouse button. Move the pointer to the next document that you would like to send. Hold down the Ctrl key and click the mouse button. Release the Ctrl key. Repeat to select additional documents.
   - Place the pointer on the first document that you would like to send. Click and hold down the mouse button. Drag the pointer to select a group of documents. Release the mouse button.
   - Place the pointer on the first document that you would like to send. Click the mouse button. Move the pointer to the last document that you would like to include in the group. Press and hold down the Shift key. Click the mouse button. Release the Shift key.

2. Click the Send toolbar button or select Send from the File menu to open the Send dialog box.
3. Specify the sending options. See the online help for details.

Note: When you send a document from the Document List, OnDemand automatically sends all of the pages of the document.

4. When you are ready to proceed, click OK. OnDemand retrieves the documents and then starts the default mail client.

   When you select multiple documents, OnDemand prints the following message on the status bar:

   ```
   Document retrieval is proceeding for document name.
   ```

   If you need to stop the retrieval of the current document and any remaining documents:

Toolbar	Keyboard
Click	Press the Space Bar

5. In the mail client, specify a recipient. Enter message text and change the subject of the message, if you like.
6. When you are ready to send the message, click Send in the mail client.

Chapter 11. Ending your OnDemand session

This section describes different ways that you can close documents and folders and log off the OnDemand server.

Closing documents

You can close documents in different ways. We've listed some of the most common:

Menus	Toolbar	Keyboard
• Select Close Document from the File menu to close the document that you are viewing • Select Close All Documents from the File menu to close all open documents • Select Close Folder from the File menu to close a folder and all open documents from the folder. • Select Exit OnDemand from the File menu to close all open documents and folders, log off the server, and exit OnDemand	• Click to close the document that you are viewing and open the previous document in the Document List. • Click to close the document that you are viewing and open the next document in the Document List.	• Press F3 to close the document you are viewing • Press and hold the Alt key and then press F3 to close all open documents • Press and hold the Alt key and then press F4 to close all open documents and folders, log off the server, and exit OnDemand

Closing folders

Use one of the following methods to close a folder without logging off the server or exiting OnDemand:
• Click Close Folder on the Search Criteria and Document List dialog box
• Select Close Folder from the File menu.
• Select Close All Folders from the File menu.

> **Note:** If you have more than one folder open and you select Close Folder
> from the File menu, then OnDemand closes the current folder.
> (OnDemand places a check next to the current folder in the Window
> menu.)

Logging off a server

To log off a server, select Logoff from the File menu.

Stopping OnDemand

You can stop the OnDemand client in different ways. We've listed some of the
most common:

Menus	Keyboard
Select Exit OnDemand from the File menu	Press and hold the Alt key and then press F4

Part 3. Appendixes

Appendix A. Specifying startup parameters

OnDemand provides parameters that you can specify as properties for starting the client program. You can use the parameters to automate the logon process, and configure other properties of the client. Table 1 lists the most commonly used parameters for the client program.

Note: See the client customization guide for a complete list of the parameters that can be specified when starting the client.

Table 1. Client program parameters

Parameter	Purpose	Example
/F *folder*	Identifies the folder to open. Use with the /P, /S, and /U parameters automatically log on to a server and display the Search Criteria and Document List dialog box for the specified folder. If the specified folder is not found on the server, OnDemand displays the Open Folder dialog box.	/F Student Information
/P *password*	The password for the userid identified by the /U parameter. Use with the /S and /U parameters to log on to a server without displaying the Logon to a Server dialog box. If the logon is not successful, OnDemand allows the user to log on to the server by displaying the Logon to a Server dialog box.	/P xxxxxxxx

Table 1. Client program parameters (continued)

Parameter	Purpose	Example
/S *server*	Identifies the OnDemand server. Use with the /P and /U parameters to log on to a server without displaying the Logon to a Server dialog box. If the logon is not successful, OnDemand allows the user to log on to the server by displaying the Logon to a Server dialog box.	/S peluchage
/U *userid*	Identifies the OnDemand userid. Use with the /P and /S parameters to log on to a server without displaying the Logon to a Server dialog box. If the logon is not successful, OnDemand allows the user to log on to the server by displaying the Logon to a Server dialog box.	/U csr0008

Specifying parameters

To specify parameters for the client program:

1. Locate the shortcut for the OnDemand client program on the desktop, in the Start menu, or in the OnDemand program folder or group.
2. Open the program Properties dialog box.
3. In the Target field, type the parameters that you wish to use.

    Important: Make sure that you add any parameters after the path name of the language Dynamic Link Library (DLL). See your OnDemand administrator if you have questions.

    The following is an example:

    ```
    "C:\Program Files\IBM\OnDemand32\ARSGUI32.EXE"
        /1 C:\Program Files\IBM\OnDemand32\LOCALE\ENU
        /S peluchage /U csr0008 /P XXXXXXXX /F Student Information
    ```

    In the example, the /S, /U, /P, and /F parameters have been added to the Target field.
4. Click OK to save your changes.

Appendix B. Updating server information

This section describes how to add, update, and delete the servers you can access from the client. Before you proceed, see your OnDemand administrator for information about servers that you can access with your client, including:

- Types of servers
- Communications protocols
- Other details that you need to work with OnDemand servers

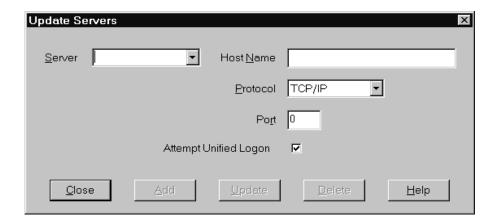Use the Update Servers command from the Logon to a Server dialog box:

- To add a server to the list of servers you can access
- To change information for a server that you can access
- To delete a server from the list of servers that you can access

You can change information for TCP/IP servers and Local servers.

The first time that you start OnDemand, the Server field on the Logon to a Server dialog box may not contain any entries. Check with your OnDemand administrator for a list of the servers that you can use.

Updating information for TCP/IP servers

Adding a TCP/IP server

1. Click Update Servers from the Logon to a Server dialog box to open the Update Servers dialog box. For example:
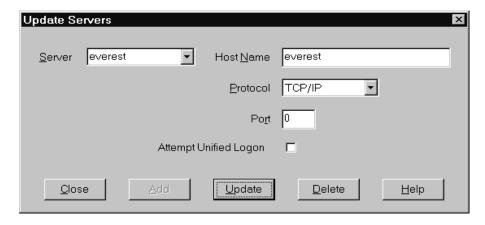
2. To add the name of a server to the list of available servers, type the name of the OnDemand library server in the Server field. The server name can be a TCP/IP host name alias, fully-qualified host name, or IP address.

3. Optionally, enter the TCP/IP host name alias, fully-qualified host name, or IP address of the OnDemand library server in the Host Name field. By default, the Host Name field contains the same value as the Server field. Unless you have a good reason to change the Host Name, we recommend that you use the default provided.

4. From the Protocol list, select TCP/IP, if it is not already selected.

5. Verify the Port. This is the TCP/IP port number that the client and server use to communicate.

   The default value, 0 (zero), means that OnDemand uses the port number of the OnDemand service. Unless you have a good reason to change the Port, we recommend that you use the default provided. See your administrator for more information.

6. If the server you are adding runs under Windows, select Attempt Unified Logon. Otherwise, clear the Attempt Unified Logon check box.

7. When complete, click Add.

   If you do not want to add the server, click Close instead, to return to the Logon to a Server dialog box.

8. Click Close to close the Update Servers dialog box and return to the Logon to a Server dialog box.

Changing a TCP/IP server

1. Click Update Servers from the Logon to a Server dialog box to open the Update Servers dialog box. For example:

2. Select the server name from the Server list.

3. Make your changes.
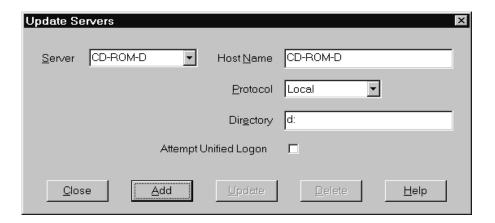
4. When complete, click Update.

   Click Close instead of Update to return to the Logon to a Server dialog box without making any changes.

5. When you have finished making changes for the server you are working with, click Close to return to the Logon to a Server dialog box.

Updating information for local servers

There are three kinds of local servers:
- CD-ROM
- Network
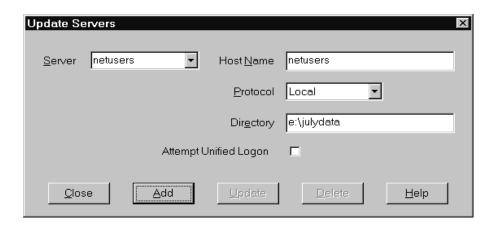- Hard Drive

Adding a CD-ROM server

1. Click Update Servers from the Logon to a Server dialog box to open the Update Servers dialog box. For example:

2. Type the name of the server in the Server field. For example, suppose the drive letter of your CD-ROM is D:, you could name the server *CD-ROM-D*. When you have more than one CD-ROM drive, OnDemand uses the name to select the CD-ROM drive that contains the server.

3. Select Local from the Protocol list.

4. In the Directory field, enter the drive letter that is associated with the CD-ROM (for example, d:).

5. Clear the Attempt Unified Logon check box.

6. When complete, click Add to add the server to the Server list.

   If you do not want to add the server, click Close instead, to return to the Logon to a Server dialog box.

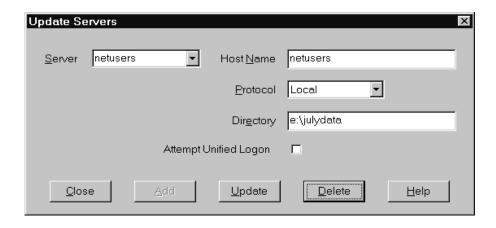7. Click Close to close the Update Servers dialog box and return to the Logon to a Server dialog box.

Adding a network or hard drive server
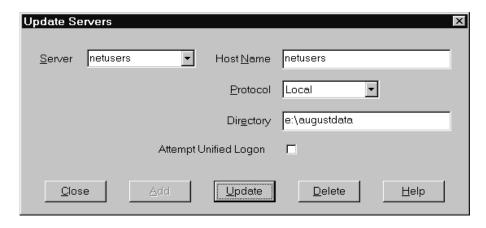
1. Click Update Servers from the Logon to a Server dialog box to open the Update Servers dialog box. For example:

2. Type the name of the server in the Server field. For example, netusers or hdusers.
3. Select Local from the Protocol list.
4. When you add a Network or Hard Drive server, you must enter the directory or directory path to the server files in the Directory field.
5. Clear the Attempt Unified Logon check box.
6. When complete, click Add to add the server to the Server list.

   If you do not want to add the server, click Close instead, to return to the Logon to a Server dialog box.
7. Click Close to close the Update Servers dialog box and return to the Logon to a Server dialog box.

Changing a local server

1. Click Update Servers from the Logon to a Server dialog box to open the Update Servers dialog box. For example:

```
┌─────────────────────────────────────────────────────────────┐
│ Update Servers                                            ⊠  │
│                                                               │
│  Server   [netusers        ▼]   Host Name  [netusers       ] │
│                                                               │
│                                  Protocol   [Local        ▼] │
│                                                               │
│                                  Directory  [e:\augustdata  ] │
│                                                               │
│                      Attempt Unified Logon    ☐              │
│                                                               │
│   [ Close ]   [  Add  ]   [ Update ]   [ Delete ]   [ Help ] │
│                                                               │
└─────────────────────────────────────────────────────────────┘
```

2. Select the server name from the Server list.
3. Make your changes.
4. When complete, click Update to change the information for the server you selected.

   Click Close instead of Update, to undo any changes and return to the Logon to a Server dialog box.
5. When you have finished making changes for the server you are working with, click Close to the Logon to a Server dialog box.

Deleting a server

To delete a server from the list of servers that you can access, follow these steps:

1. Click Update Servers from the Logon to a Server dialog box to open the Update Servers dialog box. For Example:

```
┌─────────────────────────────────────────────────────────────┐
│ Update Servers                                            ⊠  │
│                                                               │
│  Server   [netusers        ▼]   Host Name  [netusers       ] │
│                                                               │
│                                  Protocol   [Local        ▼] │
│                                                               │
│                                  Directory  [e:\julydata    ] │
│                                                               │
│                      Attempt Unified Logon    ☐              │
│                                                               │
│   [ Close ]   [  Add  ]   [ Update ]   [ Delete ]   [ Help ] │
│                                                               │
└─────────────────────────────────────────────────────────────┘
```

Appendix B. Updating server information **51**

2. Select the server name that you want to delete from the Server list.
3. Click Delete. OnDemand removes the server from the list of servers that you can access.

   If you do not want to delete the server, click Close instead, to return to the Logon to a Server dialog box.
4. Click Close to close the Update Servers dialog box and return to the Logon to a Server dialog box.

Appendix C. Accessibility features

The OnDemand product includes a number of features that make the product more accessible for people with disabilities. These features include:

- Features that facilitate keyboard input and navigation
- Features that enhance display properties
- Options for audio and visual alert cues
- Compatibility with assistive technologies
- Compatibility with accessibility features of the operating system
- Accessible documentation formats

Keyboard input and navigation

Keyboard input

The OnDemand clients can be operated using only the keyboard. Menu items and controls provide access keys that allow users to activate a control or select a menu item directly from the keyboard. These keys are self-documenting, in that the access keys are underlined on the control or menu where they appear.

Keyboard focus

In Windows-based systems, the position of the keyboard focus is highlighted, indicating which area of the window is active and where the user's keystrokes will have an effect.

Features for accessible display

The OnDemand clients have a number of features that enhance the user interface and improve accessibility for users with low vision. These accessibility enhancements include support for high-contrast settings and customizable font properties.

High-contrast mode

The OnDemand clients support the high-contrast-mode option that is provided by the operating system. This feature assists users who require a higher degree of contrast between background and foreground colors.

Font settings

In Windows-based systems, the user can specify display settings that determine the color, size, and font for the text in menus and dialog windows. The OnDemand client allows the user to select the font for the document list.

Non-dependence on color

Users do not need to distinguish between colors in order to use any of the functions in this product.

Alternative alert cues

In Windows-based systems, the SoundSentry feature can be used to provide visual feedback for general application and system alerts such as warning beeps.

Compatibility with assistive technologies

The OnDemand clients are compatible with screen reader applications such as Narrator and Via Voice. The OnDemand clients have the properties required for these accessibility applications to make onscreen information available to blind users.

Accessible documentation

Documentation for the OnDemand product is available in HTML format. This allows users to view documentation according to the display preferences set in their browsers. It also allows the use of screen readers and other assistive technologies.

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Glossary

administrator. In OnDemand, a person authorized to maintain the system. For example, an OnDemand administrator can add, update, and delete users and folders.

Advanced Function Presentation (AFP). A set of licensed programs that use the all-points addressable concept to print data on a wide variety of printers. AFP also includes creating, formatting, archiving, viewing, retrieving, and distributing information.

AFP. Advanced Function Presentation.

annotations. Comments, clarifications, and reminders that can be attached to a document.

application. In OnDemand, an application represents a specific type of document or report (or source of data) and includes information about the type of data found in the report and information that is used by OnDemand programs to load the report into the system and view pages of the report. There is usually a direct correlation between an OnDemand application and a z/OS or OS/390 program that produces output for OnDemand.

client. A workstation that is attached to a network and searches for and retrieves documents from an OnDemand server.

copy group. A portion of a form definition that defines a set of modifications that can be used when viewing a page. Modifications can include text suppression, form flash, overlays, etc.

default. A value, attribute, or option that is assumed when no alternative is specified by the user.

default value. A value stored in the system that is used when no other value is specified. See also default.

dialog box. An application window on the display that requests information from the user.

document. In OnDemand, a part of a report, such as a statement, policy, or other logical grouping of pages that can be uniquely indexed, stored, and retrieved from the server.

double-click. To rapidly press mouse button 1 twice while pointing to an object.

drag. To hold down mouse button 1 while moving the mouse.

enter. (1) An instruction to type specific information using the keyboard. (2) A keyboard key that, when pressed, confirms or initiates the selected command.

entry field. The place in a dialog box where you type text and numbers. Use entry fields in OnDemand to type search criteria.

folder. A folder is a container for related information, such as statements, invoices, or correspondence, just like a manila folder is used in a metal filing cabinet. When you open a folder, you have access to all the information contained in that folder. For example, a billing folder could contain all of the reports for all customer transactions over the past two years.

icon. A 32 by 32 pixel bitmap used in Windows to represent an application or other window.

LAN. Local area network.

line data. Data prepared for printing on a line printer, such as an IBM 3800 Model 1 Printing Subsystem. Line data is usually characterized by carriage-control characters and table reference characters.

line-data print file. A file that consists of line data, optionally supplemented by a limited set of structured fields.

local area network (LAN). A computer network located on a user's premises within a limited geographical area. Communications within a

local area network is not subject to external regulations; however, communication across the LAN boundary may be subject to some form of regulation.

menu bar.   The area at the top of a window that contains choices that give a user access to actions available in that window.

mouse.   A hand-held locator that a user operates by moving it on a flat surface. It allows the user to select objects and scroll the display screen by pressing buttons.

named query.   A set of entry field values on the Search Criteria and Document List dialog box that a user has named and saved for selection as search criteria at a future time.

network.   A collection of data processing products that are connected by communication lines for information exchange between locations.

notes.   Comments, clarifications, and reminders that can be attached to a document.

PC.   Personal Computer.

point.   To move the mouse pointer to a specific object.

press.   To touch a specific key on the keyboard.

radio button.   Round option buttons grouped in dialog boxes; one is pre-selected. Like a radio in an automobile, select only one button ("station") at a time.

report.   In OnDemand, any type of user-defined data that is stored on the system. A 10,000-page general ledger generated by an OS/390 program and a one page Lotus WordPro file are both reports to OnDemand.

select.   To pick a menu command or other object with a single click of the mouse.

server.   A system that is connected to a network, runs the OnDemand programs, and maintains and controls access to OnDemand data. An OnDemand server retrieves documents for OnDemand clients.

server printer.   A printer that is attached to a network server and is managed by a server print manager, such as IBM Infoprint® Manager.

string.   A series or set of alphabetic or numeric characters. A string can be composed of letters, numbers, and special characters.

toolbar.   The region directly beneath the menu bar of the main window.

toolbar button.   A small bitmap on the toolbar that represents OnDemand commands. Click a toolbar button to quickly access a command.

type.   To enter specific information using the keyboard, typing characters exactly as given.

user.   In OnDemand, a person authorized to open a folder on the server.

viewing window.   The window in OnDemand where you look at or browse documents.

wildcard.   Search characters that represent other letters, numbers, or special characters. In OnDemand, the % (percentage) and the _ (underscore) are wildcard characters that can only be used with the LIKE and NOT LIKE search operators.

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                 5722–RD1

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